

# DRAFT SCHEDULE

# Workshops

## Day 1

Session I: 10:30 a.m. – 12:00 p.m.

### **1 Mojave – 10:30 a.m.**

#### **Role, Duties and Responsibilities of the Housing Specialist**

Maria Funk, Ph.D., District Chief, Department of Mental Health

Arthur Poghosyan, Health Program Analyst I, Department of Mental Health

This workshop will provide an overview of the role, duties, and responsibilities of a Housing Specialist. The presenters will include those that have worked as a housing specialist who will discuss day-to-day experiences working with consumers on housing issues and the role of the housing specialist on the mental health team.

#### **Objective:**

1. Specify the roles and duties of housing specialists.
2. Explain the day-to-day functions of housing specialists.

### **2 Cabrillo – 10:30 a.m.**

#### **Voices of TAY in Supportive Housing**

Angela Rosales, Program Manager – CSH

#### **Description:**

This interactive workshop brings together a panel of young adults, ages 18-25, currently living in MHSA supportive housing apartments, and the service providers that support them. Hear and see how supportive housing has impacted the lives of these young adults and how the supportive housing model is evolving to meet their needs. This workshop features a 3-5 minute film produced in collaboration with TAY tenants and service providers, presenting a visual component to this sure-to-be lively discussion. The Video Voice project is a component of CSH's *Stable Homes, Brighter Futures* evaluation of the supportive housing model for youth and young adults.

**Objective:**

1. Garner ideas to improving practices in supportive housing to better meet the needs of TAY with mental illness.
2. Inform practice through a direct dialogue with TAY consumers of supportive housing and mental health services.

**3 Catalina – 10:30 a.m.****Building Capacity through Program Evaluation**

Rachel Caraviello, Director of Programs – Affordable Living for the Aging

Harold Urman, Partner – Vital Research, LLC

Deborah Woodward, Clinical Specialist – Affordable Living for the Aging

If you provide services in permanent supportive housing, then you're already assessing tenants' needs and collecting data to report to funders. A program evaluation is a systematic way to build capacity by examining the effectiveness of your services for addressing tenants' needs. This workshop will discuss how to prepare for an evaluation, how to compete for funding, and what to do with the results. You will hear from the service provider and the evaluator about their experiences completing an evaluation over a six-month time period. Vital Research is the firm that conducted the evaluation. They specialize in program evaluation including survey development and the statistical analysis of outputs and outcomes of aging services, social services, and health care.

**Objective:**

1. Learn how to secure funding for your program evaluation
2. Learn how to create meaningful, measurable evaluation questions that relate to the goals of your program.
3. Hear from a program evaluator about what the evaluation team needs in order to create an evaluation plan.
4. Learn how a third party evaluation can build your organization's capacity for using data to improve service delivery.

**4 Joshua Tree – 10:30 a.m.****Financing Supportive Housing**

Steve Renahan, Senior Policy Advisor – Shelter Partnership, Inc.

Misti Armstong, Program Manager – California Tax Credit Allocation Committee

Bill Pavao, Executive Director, California Tax Credit Allocation Committee

Pansy Yee, Manager of Economic and Housing Development – Los Angeles County Community Development Commission

Tim Elliot, Manager – Los Angeles Housing and Community Investment Department

Peter Lynn, Section 8 Director – Housing Authority of the City of Los Angeles

Corrin Buchanan, LA County Department of Health Services, Housing for Health Division

Each panelist will describe their funding programs and related criteria available through their organization or agency including the specific target populations and project types for each funding category. They will explain any leveraging requirements or any value added leveraging to increase scoring potential or competitiveness and whether there are any service funding requirements. They will also discuss any available funding including the following:

- Their funding schedule
- Amount of available funds
- Number of anticipated units/projects to be funded in the immediate future
- The anticipated distribution of funds
  - Geographic Restrictions
  - Funding Categories
  -

**Objectives:**

1. Understand the complexity of financing supportive housing for persons with disabilities.
2. Learn the need for collaboration and partnerships in developing supportive housing for persons with disabilities.

## **5 Yosemite – 10:30 a.m.**

### **Housing Authority of the City of Los Angeles (HACLA) Permanent Supportive Housing Programs and Applicant Intake Process**

Carlos Van Natter, Assistant Director of Section 8 Special Programs, HACLA

Beverlene Robinson, Assistant Manager, Section 8 SPA Office, HACLA

This workshop will give an overview of the various permanent supportive housing programs administered by HACLA, including Shelter Plus Care, HUD-VASH, Project-Based Voucher, Homeless, Tenant Based Supportive Housing and Moderate Rehabilitation Programs. The impact of sequestration and the Coordinated Entry System on the programs will be discussed. The applicant intake process for the permanent supportive housing programs will also be reviewed.

**Objective:**

1. Understand the various HACLA permanent supportive housing programs and their similarities, differences, target populations, housing subsidy types, etc.
2. Review the applicant intake process, from initial referral/interview through housing.

## **6 Big Sur – 10:30 a.m.**

### **5 Essential and Sequential Ingredients to Long-term Housing Success for Persons with Complex, Co-occurring Life Issues**

Iain De Jong, President & CEO, OrgCode Consulting Inc.

The workshop will provide information and discussion on the pathway to overall housing stability from the consumer's perspective and how and why to offer which types of supports and intensity of supports along the way. The workshop will dispel myths related to behavior and offer

pragmatic strategies for frontline staff and their supervisors to support, and for policy makers to better understand.

**Objective:**

1. Understand the special needs and challenges of assisting consumers in securing and maintaining housing, as well as when and why along the way they are more likely to be challenged to stay housed.
2. Identify the behavior that is occurring, why and how best to support the consumer through the transition period.
3. Increase the length of time their clients remain housed.

**7 Sierra – 10:30 a.m.**

**Addressing All Needs: Understanding the Affordable Care Act, How to Assist Clients in Obtaining and Maintaining Health Insurance and Linking to a Medical Home**

Marrisa Axelrod, RN, BSN, Registered Nurse Care Coordinator, OPCC

Yael Sherne, Health Insurance Specialist, Venice Family Clinic

OPCC/Venice Family Clinic will present a best practice in systems integration of social service organizations with health insurance advocates in the service delivery to the chronic homeless population incorporating access to the Affordable Care Act, primary health care management, mental health services, and case management for street-based and shelter-based homeless, and permanently housed clients.

**Objective:**

1. Learn about health reform's impact on the underserved and how case managers can assist their clients with connecting to health insurance advocates/services.
2. Learn an integrated health care collaboration with community health centers throughout Los Angeles County.
3. Learn about the case management/medical services offered by OPCC to connect chronically homeless newly housed clients to a medical home and assist in healthcare maintenance.

**SPECIAL  
PRESENTATION**

**12:30 p.m. – 1:30 p.m.**

**“From Invisible to Invincible” Personal journey for Homeless Youth**

Andrea Marchetti, Executive Director – Jovenes, Inc.

*From Invisible to Invincible* is a documentary created by Jovenes, Inc. to increase awareness of challenges faced by homeless youth. Jovenes conducted a research project looking at the challenges faced by homeless youth in the greater Los Angeles area. Although the youth we serve come from diverse backgrounds, common barriers to a stable future are found throughout

our target population. The findings in our Research and Policy Report, titled *From the Fringes - Understanding Homelessness Transition Age Youth in Inner City Los Angeles*

**Objective:**

1. Learn about barriers to safe, supportive, and affordable housing.
2. Learn about challenges accessing basic benefits and health services.
3. Understand barriers to educational, professional, and economic development.
4. Learn about overcoming trauma and emotional illiteracy.

## Day 1

### Session II: 1:30 p.m. – 3:00 p.m.

#### 8 Mojave – 1:30 p.m.

##### Overcoming Barriers to Housing-Developing an Individualized Housing Plan

Carmen Hill, President – CitiHousing Real Estate Services

This workshop will describe how to work with the consumer to set realistic, achievable housing goals.

**Objective:**

1. Learn how to assess the consumer's housing needs.
2. Identify the consumer's housing barriers to securing housing and to develop and implement a plan to address the barriers.
3. Identify the appropriate housing options.
4. Prepare the consumers on how to maintain their housing.

#### 9 Cabrillo – 1:30 p.m.

##### CalWORKs Housing Program

Roberto De La Torre, Human Services Administrator I – Department of Public Social Services

The CalWORKs Housing Program offers a number of benefits and services designed to assist CalWORKs homeless families, or families at-risk of homelessness, to prevent eviction or to move out of their current situation and into affordable permanent housing. Benefits include temporary shelter payments, permanent housing payment, short-term rental subsidy, assistance to prevent eviction, relocation assistance, and case management services.

**Objective:**

1. To provide an overview of the CalWORKs housing programs and services that are available to homeless CalWORKS families or families who are at-risk of homelessness.
2. To provide information on how a homeless or at-risk of homelessness CalWORKs family can connect to the CalWORKs housing programs and services.

## 10 Catalina – 1:30 p.m.

### Ending Homelessness – One Person At A Time – Creating/Sustaining Home and Place in the Community

Mollie Lowery, MA, Development Director, Housing Works, Los Angeles

We have embraced Housing First strategies, some of us, reluctantly. Now our challenge is to help our most vulnerable, chronically homeless neighbors move inside and successfully (re)establish home and community. In this workshop, we will describe the strategies, *relationships*, and services needed within project-based and scattered site permanent supportive housing (emphasis- *harm reduction*). We'll start with "where they're at", how they got there, and how to meet the challenges of facilitating the journey home.

#### Objective:

1. Have a renewed, deepened understanding of persons challenged by long term homelessness, serious mental illness, substance abuse/addictions.
2. Have a thorough knowledge of the theory, context, and implementation of harm reduction strategies as used in permanent supportive housing environments.

## 11 Joshua Tree – 1:30 p.m.

### Special Needs Housing Planning in California

Zorica Stancevic, Senior Program Manager – California Housing Partnership Corp.  
Other Panelists

Join this highly interactive session that will discuss affordable- and supportive-home funding opportunities and planning for a range of special needs populations in California. Presenters will cover the new state tax-credit options, California's new Project Based Rental Assistance (aka HUD 811) Program, the Mental Health Services Act Housing Program, the results of the Substance Abuse and Mental Health Services Administration Homelessness Policy Academy, as well as planning for housing veterans.

#### Objective:

1. Learn about new affordable and supportive housing funding opportunities.
2. Learn about funding opportunities specific to special needs populations.

## 12 Yosemite – 1:30 p.m.

### Inside Out: Jail In-Reach for the Most Vulnerable

Danielle Wildkress, Senior Program Manager – CSH  
Monica Lujan, LCSW, Mental Health Clinical Supervisor – Jail Mental Health  
Shanita Seamans, Program Manager – Volunteers of America  
Brenda Doyle, RN, PHN, BSN, MSHS, Clinical Nursing Director II – Los Angeles County Sheriff's Department  
Carl Matthies, Senior Policy Analyst – The Vera Institute of Justice

Lieutenant Xavier Aguilar – Los Angeles Sheriff's Department Community Transit Unit

Just in Reach 2.0 (JIR 2.0) is a robust partnership between seven non-profit agencies, the LA County Sheriff's Department, Jail Mental Health, and the Jail Medical Services Bureau. Using the VI-SPDAT, the program targets the most vulnerable inmates for jail in-reach services and connection to supportive housing upon release. The program embraces a Housing First model and primarily serves chronically homeless clients with tri-morbidity. This panel will focus on the program design process, coordination across partners, and the program's intersection with the Coordinated Entry System. Our evaluator will also give a brief overview of the JIR 2.0 research plan, particularly as it relates to potentially scaling the program using a Pay-for-Success financing structure (PFS).

**Objective:**

1. Orientation to the FUSE model as applied to a jail in-reach setting in LA County.
2. Basic understanding of how, through targeting, JIR 2.0 creates system-wide cost-savings, which may be monetized in the future.

**13 Big Sur – 1:30 p.m.**

**Invisible Wounds: Healing from Trauma**

Nikolaos Stefanidis, Ph.D., Clinical Director – Children's Hospital Los Angeles – Homeless Adolescent Wellness Center

Moises Rodriguez, Ph.D., Clinical Psychologist – Children's Hospital Los Angeles – Homeless Adolescent Wellness Center

The purpose of this workshop is to become familiar with and to implement services for individuals experiencing homelessness from a Trauma Informed Care perspective. A review of Adverse Childhood Experiences/Traumatic experiences that can impact neurobiological and psychological development across the lifespan will be provided. In addition, the plasticity of the brain and the resilience inherent in all individuals (post-traumatic growth) will be discussed and practiced from numerous unorthodox perspectives. A multi-modal learning approach will be implemented throughout the workshop (audio-visual, discussion, activities to practice). The overarching theoretical framework utilized to explore this crucial area of need is: Attachment, Self-Regulation and Competency (ARC).

**Objective:**

1. Recognize the importance of Trauma Informed Care in service provision.
2. Identify practices in trauma informed care through the Attachment, Self-Regulation and Competency approach.

## **14 Sierra – 1:30 p.m.**

### **The Core 7 Model: An Innovative, Cost-Effective Approach to Serving Chronically Homeless Clients with Mental Illness, Physical Health Problems, Substance Addiction and Trauma.**

Christina Miller, Ph.D., Associate Director – OPCC

Luther Richert, Project Director of SAMOSHEL – OPCC

Marrisa Axelrod, R.N., Coordinator of Nursing – OPCC

Patricia Cauman, CASII CAARR, Project Director of Turning Point – OPCC

Allison Peters, Psy.D., Program Manager-Integrated Mobile Health Team – OPCC

Coley King, D.O., Physician – Venice Family Clinic

Patricia Butler, Project Director of Sojourn Services for Battered Women and Their Children – OPCC.

This panel will present a data-driven model integrating seven core components of intervention for highly vulnerable, chronically homeless individuals (those with mental illness, medical problems, substance addition and trauma---including the over 85% of chronically homeless women who are victims of domestic violence, molestation or other physical trauma). The interventions presented will include: a harm reduction “Wellness Program” that addresses substance abuse by teaching research-based coping skills connected with decreased use (offered during the day when clients are most likely to use substance); an approach to treating clients with acute and chronic health problems with onsite nursing in a model that more rapidly integrates clients into activities with others than traditional respite programs; nontraditional mental health and medical care engagement and delivery approaches, including OPCC’s “HOME Team” that provides cost-effective retention services; and Sojourn’s “empowerment model” for overcoming barriers and assisting victims of domestic violence and other trauma.

#### **Objective:**

1. To have a practical understanding of how to structure one or more Core 7 interventions to address clinical, medical, substance abuse and/or trauma issues.
2. To have a deeper and clearer understanding of trauma-related factors in serving chronically homeless individuals.

## **Day 1**

### **Session III: 3:15 p.m. – 4:45 p.m.**

## **15 Mojave – 3:15 p.m.**

### **Overcoming Housing Barriers: Tips on Getting an Application Accepted Part II**

Carmen Hill, President – CitiHousing Real Estate Services



This workshop will teach participants how to find and secure housing for consumers. Taught by a property manager/leasing agent, this workshop will give the landlord's perspective on how a decision is made to accept an application.

**Objective:**

1. How to conduct a housing search.
2. How to prepare the consumer for communications with the landlord.
3. How to fill out a rental application.
4. How to conduct a mock interview.

**16 Cabrillo – 3:15 p.m.**

**Mental Health 101**

Linda P Boyd, MN, Program Manager – Department of Mental Health - Emergency Outreach Bureau

This workshop will cover some of the major mental illnesses that affect the population DMH serves. The presenter will discuss how to recognize symptoms and how these symptoms impact those suffering from them. The presentation will explore the medications prescribed and their side effects and talk about some ways of intervening in order to de-escalate the individual when these symptoms are at their worst. Resources will also be provided.

**Objective:**

1. To be able to list one symptom each of schizophrenia, bipolar disorder and major depression.
2. To list 3 medications given for each of the major mental illnesses.

**17 Catalina – 3:15 p.m.**

**What it Takes To Go From Chronic Homelessness to Obtaining and Sustaining a HOME- from the tenant perspective**

Mollie Lowery, MA, Development Director, Housing Works, Los Angeles

Four current tenants of permanent supportive housing (formerly chronic homeless)

In this workshop, a panel of tenants, who were chronically homeless, and are now living in permanent supportive housing units, will share their experience and give their perspective on what it takes to successfully make these life-changing transitions, and ultimately becoming fully participating members of their community.

**Objective:**

1. Gaining a deeper understanding of the vital role chronically homeless persons themselves play in reaching the goal of establishing a home.
2. Clarification of what services, supports, *relationships*, strategies are most effective in assisting chronically homeless to secure a home.

## **18 Joshua Tree – 3:15 p.m.**

### **Housing as Healthcare – Housing Planning in Three Southern Californian Counties**

Dr. Piedad Garcia, Director, System of Care – San Diego County Behavioral Health Services

Judy Iturriaga, Service Chief II – Orange County Health Care Agency

Doug Fazeka, Administrative Manager -Housing and Employment Program – San Bernardino County Behavioral Health Services

Nan Guevarra, Housing Finance Officer – California Housing Finance Agency (CalHFA)

Orange County, San Diego County and San Bernardino County have all embraced recovery principles in operationalizing the MHSA Housing Program. Notably, these three Counties have primarily (Orange and San Diego) or exclusively (Riverside) implemented an integrated model of affordable/supportive housing. This panel presentation, training and dialogue will provide an overview of the progress made thus far in Orange, San Diego and San Bernardino Counties in implementing the MHSA Housing Program and their respective plans to continue to create new housing options for people with mental illness in these regions, either through adding additional funds to the MHSA Housing Program managed by CalHFA and/or through other strategies. CalHFA will provide an update on the evolution of the MHSA Housing Program at the State level.

#### **Objective:**

1. Share information regarding specific plans and next steps for the MHSA Housing Program in Orange, San Bernardino and San Diego Counties (both using the MHSA Housing Program as well as other innovative approaches to dedicating housing for people with serious mental illness). We will also discuss our approach to service delivery and our experience with increasingly mixed populations in single projects.
2. Understand plans in place and potential options to continue to expand housing options for people with behavioral health needs.

## **19 Yosemite – 3:15 p.m.**

### **Peer Advocates: Cultural and System Navigators in Supportive Housing**

Connie W. Mitchell, M.S.W., Wellness and Integration Program Manager – Skid Row Housing Trust (SRHT)

Peer Support teams have been an important and effective resource in the mental health field. The literature has shown overwhelming evidence that the presence of peer support programs are effective at aiding consumers in decreasing isolation, reducing stress, feeling connected and improving mental health and wellbeing. The SRHT Peer Advocate team has been an integral part of enhancing our service delivery to residents. Peer Advocates are pivotal navigators in the process of resident's transition into housing. Advocates provide residents necessary and the most updated information on where to find community resources. They facilitate productive and cooperative relationships between staff and residents. The Peer Advocates are vital supports and sources of information for new residents navigating their transition into housing after a

long period of homelessness. They are also an important voice and collaborator in the development and implementation of service programs at SRHT.

**Objective:**

1. To have a better understanding of how peer advocates can ensure more effective service delivery and program development.
2. To gain more knowledge about peer support programs and practices from the literature in this area.

## **20 Big Sur – 3:15 p.m.**

### **Surging Through Wait Lists: Housing Homeless Vets in HUD Buildings**

Gerald Turner, Project Manager – CSH Los Angeles

Steve Renahan, Senior Policy Advisor – Shelter Partnership, Inc.

Jerome Champion, Direct – HUD – Los Angeles

Neil Haltrecht, Chair – Home for Good Expansion Committee

Learn how to help homeless veterans overcome the barriers inherent in affordable housing wait list and application procedures to access some of the 10,000 units of affordable housing in Los Angeles County, surging procedures for submitting applications, participating in lotteries, and screening. Learn the magic of HUD Notice H 2013-21 that turns recalcitrant owners/agents into willing partners.

**Objective:**

1. Learn how to help homeless veterans overcome the barriers inherent in affordable housing wait list and application procedures.
2. Learn the magic of HUD Notice H 2013-21 that turns recalcitrant owners/agents into willing partners.

## **21 Sierra – 3:15 p.m.**

### **Social Networks and Risk Behavior after Transitioning to Permanent Supportive Housing**

Joey Aguilar, Manager of Resident Services – Skid Row Housing Trust

Harmony Rhoades, Research Assistant Professor – USC School of Social Work

The USC School of Social Work and Skid Row Housing Trust collaborated on a single group longitudinal pilot study to examine changes that may occur during the transition into permanent supportive housing. Twenty-five interviews were conducted with a sample of consecutive entrants to permanent supportive housing; respondents were interviewed before their housing placement and three months after moving in. Respondents reported many positive outcomes after only three months in housing, including decreased difficulty meeting basic needs (safe place to sleep, enough to eat, etc.) and decreased symptoms of Post-Traumatic Stress Disorder and depression. Qualitative interviews revealed the complexity of the housing transition experience, particularly surrounding the maintenance of former relationships and reducing

negative influences. There were also indications of increased risk behavior, as rates of unprotected sex increased from 46% to 85% of sexually active respondents between baseline and follow-up. These findings will be expanded in a newly-launched, larger NIDA-funded study with 12 months of follow-up.

**Objective:**

1. Learn about and engage in discussion surrounding potential strategies for reducing sexual risk behavior, and incorporating risk reduction into integrated health care services.
2. Better understand how transitioning to permanent supportive housing impacts the social relationships of formerly homeless persons.

## Day 2

### Session I: 10:30 a.m. – 12:00 p.m.

#### **22 Mojave – 10:30 a.m.**

##### **TAY Housing: Panel Discussion of San Diego County's Approach to Housing and Supports for TAY**

Lili'a Fa'aola, Assistant Director – Providence Community Services, Catalyst Program  
Ginger Hitzke, President – Hitzke Development Corporation

San Diego County provides a variety of housing options for Transitional Aged Youth (TAY), which includes MHSA developed units dedicated for this population. This panel presentation will include representatives from supportive service providers, developers, a private landlord and an Independent Living Home all working with the TAY population in San Diego County. The panel will engage in discussion regarding best practices in providing housing and supportive services to the TAY population, with a discussion of key transition points for TAY (e.g. as they turn 26). Presenters will cover the types of housing available in San Diego County, as well as the innovations that have been developed along with opportunities for providing housing and supportive services for TAY.

**Objective:**

1. To enhance understanding of the array of housing currently available for TAY clients and to learn San Diego County's approach to service delivery and from their experience with the TAY populations in MHSA developed projects.
2. To understand the challenges presented by the "Aging Out" issues with this population along with the various employment strategies for TAY.

#### **23 Cabrillo – 10:30 a.m.**

##### **How to Develop Partnerships with Landlords – The Landlord's Perspective**

Carmen Hill, President – CitiHousing Real Estate Services

This workshop will consist of a panel of landlords that have rented to DMH consumers and will discuss what the landlord's expectations are for the case managers/housing specialists for a successful partnership.

**Objective:**

1. Learn how to find landlords willing to rent to DMH consumers.
2. To understand the affordable housing options.
3. Learn how to maintain a successful relationship with landlords.

## **24 Catalina – 10:30 a.m.**

### **Using Continuous Quality Improvement (CQI) Strategies to Strengthen Program - Outcomes**

Karina Mueller, LMSW, MPA, Director of Evaluation & Performance Improvement – Center for Urban Community Services Institute  
Burton Alpers, Ph.D., Data Analyst, Housing Policy & Development, Los Angeles County – Department of Mental Health

This workshop provides a conceptual framework and practical strategies to help direct service staff, supervisors and program managers strengthen program outcomes. Participants will learn about an approach to Continuous Quality Improvement (CQI) that includes five stages (i.e., performance definition, system design, data management, evaluation/analysis and adjustment). The session will present common staff concerns that arise when using data to support program performance, provide effective strategies to address those concerns and obtain staff buy-in, and explore common pitfalls and strategies for success when implementing CQI. The presenters will discuss effective ways to shift program culture towards using data to support internal program quality goals while meeting their external reporting purposes. The workshop will also highlight the CQI implementation experience of two Los Angeles housing providers.

**Objective:**

1. Understand the core principles of the CQI model
2. Understand common implementation challenges.
3. Understand the importance of program culture and be able to identify the characteristic necessary for successful CQI implementation.

## **25 Joshua Tree – 10:30 a.m.**

### **A Dashboard for Ending Homelessness in Los Angeles**

Steve Renahan, Senior Policy Advisor – Shelter Partnership, Inc.  
Michael J. Nailat, Program Office-Housing Stability – United Way of Greater Los Angeles  
Josh Decell, Outcomes Unit Manager – Los Angeles Homeless Services Authority (LAHSA)

What will it really take to end homelessness in LA? Who will pay for it? This panel will tell the truth about what we know about homelessness; estimate how many homeless and chronically

homeless people there are now and how many will become homeless over the next few years; review the available resources; calculate the gap between those resources and the need; suggest how those gaps should be filled; and propose an advocacy strategy to make it happen. If you are serious about ending homelessness and can attend only one panel at the 7<sup>th</sup> Annual DMH Housing Institute, this should be the one!

**Objective:**

1. Understand the true state of homelessness and the resources to end it in Los Angeles.
2. Be inspired to lead an advocacy campaign to get serious about ending homelessness in LA.

## **26 Yosemite – 10:30 a.m.**

### **Housing Retention: A Joint Effort Between Resident Services and Property Management**

Jonathan Wolf, MPH, Program Manager – Skid Row Housing Trust

Rachel Karmen, Program Manager – Skid Row Housing Trust

Donte' Nellum, Property Manager – Skid Row Housing Trust

**Description:**

This workshop will describe how the collaboration between Skid Row Housing Trust's Resident Services and Property Management departments have helped keep their housing retention rate above 90%. Building community through evidence-based practices has earned the Trust a reputation as a best practice organization on the cutting edge of both housing development and supportive services. The Trust's approach to permanent supportive housing has altered the way homeless agencies provide services on local and national levels. The Trust provides a unique model where property management staff collaborate with supportive services staff to work together toward the common goal of resident housing stability. Participants will learn techniques on how to facilitate teamwork between the two departments, and the benefits of doing so. The panel will also share tools that have been developed at the trust to ease the collaboration, and help residents stay housed.

**Objective:**

1. Learn how Resident Services and Property Management staff can work together to keep difficult residents housed.
2. Tools that can be utilized in facilitating the partnership.

## **27 Redwood – 10:30 a.m.**

### **CES 101: The Basics of the Coordinated Entry System**

Chris Ko, Program Officer – United Way of Greater Los Angeles

Ever wondered how you can access all housing resources available for your homeless clients? Heard the letters CES and unsure of what that's about? This workshop is made for those who haven't attended any official presentations of the Coordinated Entry System (CES). The CES Support Team will go through the basic purposes of CES as well as answer any concerns or rumors you may have heard about it. CES is a tool to

connect permanent housing resources and homeless adult individuals (\*separate process for homeless families) to one another more efficiently and effectively.

**Objective:**

1. Explain the basic purposes and functions of CES for adults.
2. Address misperceptions regarding the CES as well as real concerns.

**28 Sierra – 10:30 a.m.**

**The Health Home Connection**

Sarah Mitchell, LCSW, Health Program Manager – Downtown Women's Center  
Elizabeth Ngo, Benefits Case Manager – Downtown Women's Center

In 2013, DWC began preparing staff and clients for the Affordable Care Act (ACA). DWC responded to healthcare reform by holding trainings on the upcoming changes, creating awareness of clients' current health benefits and helping with enrollment if clients were uninsured. DWC collaborated with our partnering clinic to hold enrollment fairs and confirm clients' health insurance status and eligibility. Since January 2014, DWC has continued to monitor clients' enrollment status, helped them navigate the healthcare system and learn how to use and maintain their new benefits. To date, DWC has outreached to and assisted almost 300 clients with their medical benefits. DWC is now testing new methods of outreach, including the Coordinated Entry System, to engage, educate and enroll all our eligible clients in health insurance.

**Objective:**

1. Learn how to enroll residents of permanent supportive housing and homeless individuals in medical benefits
2. Learn how to help clients use their medical benefits effectively

## Day 2

### Session II: 1:00 p.m. – 2:30 p.m.

**29 Mojave – 1:00 p.m.**

**Addressing Difficult Behaviors –Problem-Solving Process**

Ervin Munro, M.S., Director of Social Services – SRO Housing Corporation

This presentation is designed primarily for case managers and service coordinators. However, it may be quite useful for property managers, clinicians, supervisors, and others who work with clients/residents each day. The presentation will review how to objectively identify behavior (and what it is not) in order to better address "difficult" behavior. The presentation will also discuss the causes of difficult behavior and specific techniques to address it. Participants will receive a



specific chart on how to utilize the “Problem-Solving/Decision-Making” process in order to effectively address behavioral concerns. Other areas that will be covered in the workshop include Manipulative Behavior, De-escalation Techniques, and Acting Out Behavior.

**Objective:**

1. Define behavior vs. labels, reactions, interpretations, speculations, etc.
2. Define many of the causes of “difficult” behavior & identify specific method to address “difficult” behavior.

### **30 Cabrillo – 1:00 p.m.**

#### **Mental Health Informed Property Management: What a Difference It Can Make**

Gabriele Hooks, MPA – CSH

Kelly Rios, Director of Administration, Downtown Women’s Center

Luke McMahan, Facilities Coordinator, Downtown Women’s Center

Peter Purtell, Regional Manager, The John Stewart Company

John Wilson, Property Manager, The John Stewart Company

This panel workshop will introduce participants to CSH’s Property Management Knowledge Exchange by providing an overview of training topics. The workshop panel will discuss benefits obtained from participation in the PMKE. The panel will explore the positive impact that mental health informed property management can have on asset sustainability.

**Objective:**

1. Attendees will have a basic understanding of mental health informed property management.
2. Attendees will understand the link between asset sustainability and mental health informed property management.

### **31 Catalina – 1:00 p.m.**

#### **Ending the Cycle: Supporting Transitions and Measuring Impact**

Jennifer Ma-Pham, Director of Housing and Clinical Health Services – Downtown Women’s Center

Martha Delgado, CTI Program Manager – Downtown Women’s Center

Joelle Green, Ph.D., Senior Research Associate – Harder and Company Community Research

Critical Time Intervention (CTI) is an empirically supported, time-limited case management model designed to prevent homelessness and other adverse outcomes for people with mental illness following discharge from hospitals, shelters, and other institutions. This international model has been piloted at the Downtown Women’s Center (DWC) in Skid Row for the last three years. DWC has maintained a success rate of 100% of women retaining housing during the program period and has integrated the model into other program areas within DWC. This workshop will share details of the implementation, successes and challenges, as well as themes to consider for providers who are interested in implementing CTI. In an effort to end homelessness amongst Skid Row clients, DWC has also piloted a Stability and Ending the



Cycle of Homelessness tool to measure its impact. Details of this pilot and the tool will be shared.

**Objective:**

1. Understand the key tenants of implementing Critical Time Intervention (CTI) and how to maintain fidelity.
2. Learn about how to accomplish a high retention rate by using CTI and Metrics.

### **32 Joshua Tree – 1:00 p.m.**

#### **Successes and Challenges in Developing and Operating Housing for Homeless Veterans**

Diep Do, Financial Consultant – California Housing Partnership Corporation

In 2010, the federal government set a five-year goal of ending homelessness among the veterans population. There is now a greater urgency to address the critical need of providing permanent supportive housing for homeless veterans. In California, Proposition 41 could restructure \$600 million of existing Proposition 12 funding (Veterans Bond Act of 2008) to support the development of veterans housing.

This workshop will focus on the successes and challenges of developing, financing, and operating housing for homeless veterans. Affordable housing organizations will highlight case studies of existing veterans housing projects -- sharing lessons learned and advice on successfully managing and providing supportive services. In addition, the discussion will include accessing and utilizing the various capital, operating and services subsidies available to finance veterans housing.

**Objective:**

1. Encourage affordable housing organizations and local jurisdictions to develop and operate housing for veterans, including homeless veterans.
2. Share lessons learned and advice from organizations that have successfully developed and operated housing for veterans.

### **33 Yosemite – 1:00 p.m.**

#### **Housing Rights of People with Mental Disabilities**

David Elder, Supervising Attorney – Housing Rights Center

Ian Magladry, Staff Attorney – Mental Health Advocacy Services, Inc.

Staff from Housing Rights Center and Mental Health Advocacy Services will discuss and illustrate common themes individuals with mental disabilities face in securing or preserving their fair housing rights through a range of cases they have litigated. The objectives are to increase awareness of the protections provided tenants with mental disabilities through the interactive process, reasonable accommodation requests, and the fair housing issues that arise in representing individuals with mental disabilities. Examples of case topics:

- Accommodation requests to allow minor child with autism the use of a support animal;
- Accommodation request to permit tenant to occasionally sleep outside for a tenant who has schizophrenia;
- Impact of familial status discrimination on child with developmental disability;
- Accommodation request for tenant who is deaf and speaks loudly;
- Using a guardian ad litem when representing clients with capacity issues;
- Using special needs trusts to protect monetary awards obtained for persons with mental disabilities.

**Objective:**

1. Learn about protections offered by the Fair Housing Act.
2. Learn about services available to assure protection of the Fair Housing Act.

### **34 Redwood – 1:00 p.m.**

#### **CES 201: Using CES to Fill Your Vacant Units/Vouchers**

Chris Ko, Program Officer – United Way of Greater Los Angeles

Ready to use CES to fill your single adult units and unsure how exactly the process works? This workshop will address how you can fill your site-based unit or your tenant-based voucher with the CES process.

**Objective:**

1. Explain the benefits of filling your units/vouchers through CES.
2. Provide step by step instructions of how to fill your units/voucher through CES.

### **35 Sierra – 1:00 p.m.**

#### **How to Document and Claim for Housing Services**

Lori W. Dobbs MSW, ACSW, Psy.D. –Department of Mental Health

This workshop will present an overview of how to properly document the provision of housing services to meet Medi-Cal standards. Most importantly, the presenter will discuss the relationship among the assessment, coordination plan, and progress note.

**Objective:**

1. Understanding the:
  - a. Essentials of documenting Medical Necessity
  - b. Clinical Loop: the integration of housing needs from Assessment to Client Care Coordination Plans to Progress Notes
2. Knowledge of the basic requirements of quality documentation for Medi-Cal services.
3. Learn the importance of correct code usage.
4. Gain knowledge of type of Mental Health Services, Targeted Case Management and Procedure Codes.

5. Identify appropriate housing activities and case management duties as it pertains to Medi-Cal claiming.

## Day 2

### Session III: 2:45 p.m. – 4:15 p.m.

#### **36 Mojave – 2:45 p.m.**

##### **Homeless Family Solutions System**

Jonni Miller, Family System Integration Manager – Los Angeles Homeless Services Authority

Josh Decell, Outcome Unit Manager – Los Angeles Homeless Services Authority

Kirk Tyler, FSC Program Manager – Weingart Center Association

Kris Freed, Director of Family Programs – Los Angeles Family Housing

Deon Arline, Program Manager – Department of Public Social Services

The Homeless Family Solutions System (HFSS) was implemented in Los Angeles County in early 2013 to provide coordinated assessment and access to resources for homeless families. Through regionally coordinated Family Solutions Centers, families complete a standardized assessment and are targeted to a right-sized housing intervention to help resolve the family's housing crisis. Built upon 10 years of lessons learned, evidence-based practices and the dedication to ending homelessness for families in Los Angeles, Family Solutions has created a robust response to family homelessness with a primary focus on ending homelessness as quickly as possible. This presentation will provide an overview of the system's development, its implementation, and future growth. The presentation will also explore the system's strengths and challenges and its partnership with the Department of Public Social Services Homeless CalWORKs Programs. The discussion will include how Homeless Management Information System data has helped support and guide the system.

##### **Objective:**

1. Understand how the HFSS is working to end family homelessness.
2. Know how to partner with the HFSS to help resolve a family's housing crisis.

#### **37 Cabrillo – 2:45 p.m.**

##### **Leasing a Special Needs Housing Project: Understanding the Role and Responsibilities of Property Management**

Lori Horn, Vice President – John Stewart Company

George Mercer, Executive Director – Community Housing Management Services

Anthony Sandoval, President – Western Senior Housing

Property owners and tenants have different expectations of property management; however, property management can satisfy the requirements of the property owner while creating an

enjoyable community for the tenant. A panel of experienced property management professionals will explain their role and responsibilities during and after the leasing process. By gaining insight into the job of property management, individuals who assist prospective tenants navigate the leasing process and maintain permanent housing will be better equipped to facilitate the leasing process and housing retention.

**Objective:**

1. Provide a general overview of the role and responsibilities of the property manager.
2. Identify and discuss the tenant selection /eligibility criteria.
3. Describe the application process.
4. Clarify the compliance/maintenance responsibilities.

**38 Yosemite – 2:45 p.m.**

**Los Angeles County Housing Programs and Resources**

Larry Newman, Supervisor-Housing Development Unit – Los Angeles County Community Development Commission  
Christina Frausto-Lupo, Supervisor – Special Needs Housing Unit  
Shane Taylor, Regional Manager – Pacific Division – Socialserve.com

This workshop will provide an overview of the organizational structure and affordable housing programs administered by the Community Development Commission and Housing Authority of the County of Los Angeles. The presenters will provide an annual review of existing and new Section 8 and housing development programs, along with highlights of last year's accomplishments. The workshop also demonstrates the Los Angeles County Housing Resource Center website ([www.housing.lacounty.gov](http://www.housing.lacounty.gov)) as a tool to help caseworkers and housing locators find affordable and special needs rental housing for clients.

**Objective:**

1. Receive the latest updates on Los Angeles County housing programs.
2. Learn ways to optimize use of the LA County Housing Resource Center.

**39 Redwood – 2:45 p.m.**

**CES 301: The VI-SPDAT**

Chris Ko, Program Officer – United Way of Greater Los Angeles  
Iain De Jong, President & CEO, OrgCode Consulting Inc.

Have you been an active user of the CES system and have questions about the screening tool used – the Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT)? Come with your specific case study, question, or concern to participate in a unique forum with the author of the VI-SPDAT, Iain de Jong. The CES Support Team will also field suggestions for improvements to the Matching Initiation Form as well.

**Objective:**

1. Understand the basis for wording and scoring of the VI-SPDAT.
2. Make suggestions to improve the VI-SPDAT screening tool and Matching Initiation Form

**40 Sierra – 2:45 p.m.****Cal MediConnect Overview and Enrollment****Aileen Harper, Executive Director, Center for Health Care Rights**

As a component of the Coordinated Care Initiative (CCI) approved by the California Legislature, Cal MediConnect is a voluntary three-year demonstration program for Medicare and Medi-Cal dual eligible beneficiaries that will coordinate medical, behavioral health, long-term institutional, in-home, long-term supportive, and community-based services through a single health plan.

Los Angeles is one of the eight counties selected to participate in the CCI / Cal MediConnect demonstration project. Beginning April 1, 2014, eligible beneficiaries who receive both Medicare and Medi-Cal have begun receiving notifications regarding the program and its enrollment process.

This workshop aims to provide participants an overview of CCI and Cal MediConnect. Specific descriptions of the enrollment process, and how an eligible beneficiary can opt in and opt out their benefits under one of the five approved health plans will also be discussed.

**Objective:**

1. Understand the purpose of the CCI/Cal MediConnect Demonstration Project.
2. Receive information on enrollment process and options.
3. Obtain resource and contact information that will help housing staff and tenants.